

REPLY TO PRE BID QUERIES RFP No: 102017

RFP : 102017		RFP for Supply, Installation, Commissioning & Maintenance of CTS Scanners for Cheque Truncation, Pan India				
Sr no	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
1	9	2. Qualification Criteria Point No. 1	Qualification Criteria	The Bidder submitting the offers should be a Registered Company in India under the Companies Act, 1956 and shall be in existence for the last five years having a turnover of Rs.5 Crore per year in the last three financial year's i.e. 2014-2015, 2015-2016 and 2016-2017. This must be the individual Company's turnover and not that of any group of Companies.	We request bank to modify the turnover requirement from Rs.5 Cr to Rs.20 Cr.	No change in RFP
2	9	2. Qualification Criteria Point No. 2	Qualification Criteria	The Bidder Company should have made profits in at least Two financial years out of last three financial years	Request Bank to consider Parent Company's Profit as Forbes Technosys Limited subsidiary of Forbes and Company Limited	No change in RFP
3	9	2. Qualification Criteria Point No. 6	Qualification Criteria	The bidder should be able to provide efficient and effective support at all centers, so as to meet 24*7 hrs service support with maximum 4 hrs response time	We request bank to kindly modify this clause as Scanners will be placed inside the branches of the bank and scanning is in house activity. So 24*7 hrs service support will not be required. kindly modify the clause " The bidder should be able to provide efficient and effective support at all centers, so as to meet Banking Hours service support with maximum 8 hrs response time"	No change in RFP
4	12	2.10. Pre-Bid Meeting	Qualification Criteria	Only two authorized representatives of the bidder who have purchased the RFP will be allowed to attend the Pre-Bid meeting.	We request bank to accept the DD for Tender Fee at the time of Bid Submission date. We request bank to kindly remove this clause.	No change in RFP
5	17	2.18	Format for Technical bid	19. Authorization letter from Bank's CTS vendors (three different vendors for the three grids) that the scanner is compatible with the CTS application.	Authorization letter Format to be provided by the Bank	Uploaded on Bank Website
6	17	2.18		Authorization letter from Bank's CTS vendors (three different vendors for the three grids) that the scanner is compatible with the CTS application.	West Grid- Authorization from AGC Networks Ltd or Forbes Technosys Ltd.	Authorization from Forbes Technosys Ltd

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7	17	2.2	Scope of Work	The bidder should have to integrate Cheque Scanners with the Bank's existing CTS Application software within 2-4 weeks time from the date of placement of order. It will be bidder's sole responsibility to get their cheque scanners certified with the Bank's CTS Application procured at its own cost and expenses. Scanners should be compatible with Banks' CTS Application at various grids with three different vendors. In case the same are not found to be compatible the same shall be replaced with the equivalent compatible scanner failing of which the Bank may scrap the order.	We can provide Certification from V-Soft & Image Infosystem. But AGC - forbes does not provide certification to us , We have faced such Scenario in last tender from Bank of Maharashtra. We were provided certification one day before the tender submission after repeated follow-ups and also upon banks intervention. Further they charge huge integration cost due to which we are unable to offer good commercials to bank. <u>Requesting bank to change the Commercial bid/RA submission Grid wise so that we could atleast participate in south & north grid</u>	No change in RFP
8	19	2.23. Costs & Currency	Qualification Criteria	Note: Prices quoted should be inclusive all taxes, duties, levies etc except GST. GST Will be paid at actuals. Vendor is expected to provide GST Amt and GST Percentage in both commercial & Masked bids	But AGC - forbes does not provide certification to us , We have faced such Scenario in last tender from Bank of Maharashtra. We were provided certification one day before the tender submission after repeated follow-ups and also upon banks intervention. Further they charge huge integration cost due to which we are unable to offer good commercials to bank.	No change in RFP
9	21	3.4. Delivery, Installation and Commissioning	Terms and Conditions	The Bidder shall be responsible for delivery and installation of the equipment ordered at all the sites and for making them fully operational at no extra charge within 4 weeks of receiving the purchase order. The signing authority will be Branch Manager or Officer at branch / office.	Request Bank to consider the following:- The Bidder shall be responsible for delivery and installation of the equipment ordered at all the sites and for making them fully operational at no extra charge within 6 to 8 weeks of receiving the purchase order. The signing authority will be Branch Manager or Officer at branch / office.	The Revised clause should be read as "The Bidder shall be responsible for delivery and installation of the equipment ordered at all the sites and for making them fully operational at no extra charge within 5 weeks of receiving the purchase order. The signing authority will be Branch Manager or Officer at branch / office.

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10	21	3.4. Delivery, Installation and Commissioning	Terms and Conditions	If the bidder fails to deliver and/or install all the equipment ordered within the stipulated time schedule or by the date extended by Bank of Maharashtra, it will be a breach of contract. In such case, Bank of Maharashtra may invoke the bank guarantee without any notice. In the event of Bank of Maharashtra agreeing to extend the date of delivery at the request of bidder, it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by Bank of Maharashtra before the expiry of the original bank guarantee. Failure to do so will be treated as breach of contract. In such an event the advance paid to bidder will become returnable to Bank of Maharashtra forthwith and Bank of Maharashtra reserves its right to invoke the bank guarantee.	Request Bank to issue sufficient notice before invoking Performance Guarantee	No change in RFP
11	22	3.6. Order Cancellation	Terms and Conditions	Delay in installation beyond 2-4 weeks from the date of purchase order/ mail communication from Head Office.	Request Bank to consider the following :- Delay in installation beyond 6-8 weeks from the date of purchase order/ mail communication from Head Office.	No change in RFP
12	23	3. Terms and Condition Point 3.11 Annual Maintenance Charges.	3.11 Annual Maintenance Charges	The bidder should provide post warranty AMC services on the quoted rate in TCO on the cost of the scanner.	We request to consider the AMC payment in advance.	No change in RFP
13	23	3. Terms and Condition Point 3.11 Annual Maintenance Charges.	3.11 Annual Maintenance Charges	The quoted AMC rate would be applicable for 24*7 hours support and response time should not be more than 4 hours.	We Want details for the following time 24 * 7 Support. Kindly elaborate	No change in RFP
14	24	3.13. Liquidated Damages	Terms and Conditions	If there is a delay by the bidder in the delivery of the Scanners as will be mentioned in the purchase order, the bidder will be liable to pay a sum of 1% (one percent) of the order value per site per week or part thereof (If the delay period is more than 3 days, it will be treated as one full week) subject to maximum 10% of total order value for that site of delay beyond the scheduled delivery date by way of liquidated damages. The liquidated damages are pre-estimates of the loss or damage that may be sustained by Bank of Maharashtra. In case the complete delivery is delayed beyond the scheduled delivery date, Bank of Maharashtra reserves the right to cancel the contract and return the partially delivered equipment, if any, at the cost of the bidder. In case the bidder fails to deliver all the deliverables as specified in the	Request Bank to Consider the following:- If there is a delay by the bidder in the delivery of the Scanners as will be mentioned in the purchase order, the bidder will be liable to pay a sum of 0.25% (Quarter percent) of the order value per site per week or part thereof (If the delay period is more than 3 days, it will be treated as one full week) subject to maximum 1 % of total order value for that site of delay beyond the scheduled delivery date by way of liquidated damages. The liquidated damages are pre-estimates of the loss or damage that may be sustained by Bank of Maharashtra. In case the complete delivery is delayed beyond the scheduled delivery date, Bank of Maharashtra reserves the right to cancel the contract and return the partially delivered equipment, if any, at the cost of the bidder. In case the bidder fails to deliver all the deliverables as specified in the order, the liquidated damages will be charged on the entire contract value.	No change in RFP

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15	24	3.14. Penalty for delay	Terms and Conditions	For any delay in installation and commissioning of the Scanner, Bank of Maharashtra will charge penalty @ 0.5% of the order value per site per week or part thereof. Total of such penalty mentioned under the clause 3.14 and 3.15 put together shall be subject to maximum of 10 percent of the total order value.	Request Bank to consider the following:- For any delay in installation and commissioning of the Scanner, Bank of Maharashtra will charge penalty @ 0.25% of the order value per site per week or part thereof. Total of such penalty mentioned under the clause 3.14 and 3.15 put together shall be subject to maximum of 0.5 % percent of the total order value.	No change in RFP
16	24	3.15. Penalty for downtime	Terms and Conditions	In case bidder fails to meet the above standards of maintenance, Bank will impose penalty of Rs. 1000/- per day.	Reduce the Penalty amount to Rs 100/- per day	No change in RFP
17	24	3.15. Penalty for downtime	Terms and Conditions	Any Scanner that is reported to be down by 3.00 p.m. on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) latest by 12 noon on the next day.	Within in 24hrs it should to be reported	No change in RFP
18	25	3.15. Penalty for downtime	Terms and Conditions	The VENDOR shall ensure that the full configuration of the equipment is available to the BANK in proper working condition viz. uptime of 98% of the time on a 24x7x365 basis	We request bank to consider the maximum penalty in any situation should not be more than 5% of the scanner without tax.	No change in RFP
19	30	5. Annexure - A Technical Specifications :- Point No.9.	5. Annexure - A Technical Specifications :-	Ultra Violet Imaging: Detect the presence of UV ink on the cheques and the driver should be integrated with Bank of maharashtra's CTS application .	We request Bank to kindly clarify the role of the bidder. UV Scanners have separate cameras for capturing UV images. In addition to the standard requirement of JPEG and TIFF(2) images a 4th image(for UV detection) is provided by these scanners. These images are provided to the CTS Solution. • Cheques with UV properties would display the UV Logos, UV strands whereas • Cheques without UV properties would display a black image. CTS solution provider should be capable of detecting the UV images and classify the cheques with or without UV or photocopy or non UV Cheques from the 4th Image. Such an integration needs to be carried out by the CTS Solution. We request bank to kindly remove this clause.	No change in RFP
20	30	12		Bidder should provide certified IQA / IQU engine along with scanner as indicated by RBI/NPCI in its latest Circular. All IQA related Changes shall be made by the Cheque scanner bidder free of cost from time to time	We shall provide IQA. Tool with the scanner. However pl note the CTS application providers normally use their own IQA which is built into the application. Any changes in IQA are to be made by the application provider.	No change in RFP
21	36		Annexure H- BILL OF MATERIAL	One Time Integration cost	It should be be Lumsum for entire RFP (not Per Scanners)	No change in RFP

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22	38	13	Annexure H- Bill of Materials	Note: Prices quoted should be inclusive all taxes, duties, levies etc except GST. GST Will be paid at actuals. Vendor is expected to provide GST Amt and GST Percentage in both commercial & Masked bids	Where should we mention the Percentage of GST, Unit Price GST Value & Total Price for GST Value in Schedule I, Schedule II & Schedule III in Annexure H.	Please refer Bill of Material